

EDUCATION:

Degree: Bachelor of Science *May 9th, 2004*
College: Keene State College

Major: Management
Concentration: Management | Computer Science

CERTIFICATIONS:

- Charles River Development (Intensive Training Boot Camp - Charles River IMS)
- Turgingsmi (Introduction to BMC Remedy ITSM 7.0)
- Eaton Vance (Introduction to Mortgage-Backed Securities)
- OLMSTEAD ASSOCIATES, INC. (Understanding the Securities Industry)
- IMP Consulting (A Day in the Life of a Trader)

OBJECTIVE:

I am an information technology/security professional pursuing an IS/IT Consultant or Network Administration position within a corporate environment. I possess an advanced working knowledge of operating systems such as Microsoft Windows, MAC OS X/UNIX, and many Linux distributions. My MS experience includes, but is not limited to: VBS scripts, group policy editing, active directory, wireless and WAN network support, data recovery, registry configuration, enterprise-level encryption, data backup, data recovery, and IIS/SQL server and other database administration. I have completed an A+ certification and PC Hardware Fundamentals, C, and C++ Programming courses (among others), as well as contribute to the development of numerous open-source projects. I have worked with virtualization technologies: Including host and guest operating systems, bridged network interfaces, device emulation and hardware I/O virtualization - PCI passthrough (VT-d and IOMMU). I have been responsible for software administration pertaining to many specialized front-end applications, networking, email servers, desktops/workstations, telephone systems/VOIP, tablets and palm devices. I am familiar with configuring and administering parallel processing servers/clusters. I have worked in both large and small IT workshops: Some with network based image deployment (i.e. PXE), and others; manually through domain services. I am an experienced customer support representative and professional business relationship liaison. I enjoy performing network-services vulnerability audits and miscellaneous security tasks as a hobby. I am a seasoned programmer, proficient in C/C++ and Python development, scripting with BASH and PERL, and shellcoding/ASSEMBLY. I have also filled several UNIX administration roles. The list at the end of this resume details my extensive knowledge of numerous popular applications and preferred software.

EMPLOYMENT:**ACE TECHNICAL SERVICES****IT/IS Consultant**

27 Camp Street – Abington – MA – 02351

August 2013 – Present

- Assess system component malfunctions, remove and replace hardware
- Facilitate data-recovery methods and retrieve client requested information from unresponsive storage media
- Format hard drives and allocate partitions for operating system recovery/installation
- Reinstall operating systems and perform software tweaks and upgrades for performance optimization
- Virus, spyware, malware, and adware removal
- BIOS flash, firmware upgrades, and boot sector/loader recovery
- Evaluate performance benchmarks and upgrade maintenance
- Windows, MAC OS X, Linux cluster and server support
- Networking support (Apache/HTTPD, Samba/SMB, VPN, SQL, NT, and DNS)
- Write, edit, and run scripts for better software efficiency and hardware effectiveness
- Cell phone, tablet, and other palm device support

AURORA FLIGHT SCIENCES**IT Site Supervisor**

Four Cambridge Center – Cambridge – MA – 02142

April 2013 – August 2013

- HelpDesk and Desktop support for multi-platform/OS environment (Windows 7, Ubuntu, and OS X/Mountain Lion)
- Office hardware and software updates: Conference room and shared workstation/lab machine upgrades, etc.
- Software installation tutorials/HowTo's and miscellaneous IT Department resources documentation
- Monitor and track through resolution, all issues coming-in to IT Department HelpDesk via SPICEWORKS ticketing system
- Active Directory updates, network server shares modifications and miscellaneous domain services configurations
- Windows, MAC OS X, Linux cluster and server support
- Networking support and VoIP telephone maintenance (FreePBX – citrix NG - Asterisks)
- Server maintenance and services monitoring [power cycles] (vmware ESXi, Linux=Subversion/SVN, Gitorious/GIT, and various SQL database updates)
- Firewall (VPN) and Web-Filter monitoring – back-up server tape rotations – cluster and batch server hardware upgrades
- iPhone, iPad (iOS) and Motorola tablet (Android) support
- E-Mail configurations and network printer/fax/postage meter support

HARVARD – MIT DATA CENTER [HMDC]

Desktop Support Specialist

1737 Cambridge Street – Cambridge – MA – 02138

April 2012 – August 2012

- Red Hat Enterprise Linux (RHEL), Mac OS X, and Windows help-desk and desktop support
- Desktop support services: file access, virus protection, and printing support
- E-Mail services support and networking configurations (Thunderbird and Lotus Notes)
- Scheduled user back-up and recovery options – consultation and support
- Hardware and software support for multiplatform environment, including smart-phones, tablets and palm OS devices
- Services hosting support for CGIS accounts, including e-mail, web, file sharing, research data, and physical hosting
- Virtualization support for thin-client server, UltraVNC, and Samba server shares (SMB)
- Database creation and maintenance (MySQL, PostgreSQL, etc.)
- Support and update user front-end RCE (Research Computing Environment) accounts
- Assist and manage user account creation and renewals (CGIS and RCE)
- Batch server and cluster computing support
- Help-Desk support for Concourse computer lab users and service hardware requests

AGM CONSULTING, LLC - ROBERT HALF TECHNOLOGIES

Desktop Support Engineer

58 Marion Street – Natick – MA – 01760

December 2010 – April 2011

- Provide prompt hands-on technical services to customer community according to the service-level agreement
- Responsible for installing and upgrading PC's, including OS deployment and automation software
- Organize and perform end-user moves and hardware changes
- Perform routine server backups, including manual tape rotations
- Build and maintain existing automation infrastructure (i.e., VBS, SQL, WSUS)
- Build packages (.msi) for handling wide-range software installations and write scripts (.vbs) for handling monotonous tasks
- Perform diagnostics on any PC or end-user hardware device malfunctions
- Available for 24/7 on-call support to BICON and other clients
- Contact and work with DELL, HP, and IBM for any "warranty" hardware replacements and maintenance
- Service and ship any sales laptops sent in for repair, maintenance or upgrade according to EUS
- Maintain service levels while minimizing end-user downtime with prompt responses and quick turnaround

EMD SERONO, INC. - WINTER, WYMAN TECHNOLOGY CONTRACTING

Information Services Consultant

1 Technology Place – Rockland – MA – 02370

September 2010 – December 2010

- Test and configure new and existing applications on Windows 7
- Install and configure Windows XP desktops and laptops with relevant department applications
- Undertake office/workstation moves and end-user changes to hardware and software
- Maintain and update local library of quick reference guides, FAQ's, and other technical writings for end-user reference
- Provide training to local user community and on-boarding's as necessary on new and existing software/applications
- Update and maintain inventory tracking logs and track all incidents via the department ticketing system
- Provide general support to blackberry's (BES), palm devices, printers, and other peripherals
- Monitor network security controls and SOP's in the local environment
- Incident management: Provide 1st and 2nd level support to local user community
- Problem management: Investigate issues and determine root cause analysis
- Effectively communicate with end-users and keep them updated on the status of any issues or requests

COVIDIEN - BEACON HILL TECHNOLOGIES

Desktop Support Specialist -PC Build Tech.

15 Hampshire Street – Mansfield – MA – 02048

March 2010-July 2010

- Manage inventory and perform pro-active replacements/upgrades for damaged/out-of-warranty hardware (PC's/Notebooks)
- Build new PC's and install hardware/workstations for new hire employees and future on-boarding's
- Create/build new system-wide corporate image, PXE Server setup, and OS rollouts(MS Windows XP and Windows 7 OS's)
- Perform data-back-up and data recovery efforts
- Software encryption initialization, maintenance, recovery and decryption (McAfee Endpoint Encryption)
- Primary UNIX administrator and single MAC OS X support technician
- Active Directory, network/domain, and email support.
- Palm device and tablet management/maintenance (Blackberry [BES], iPhone, iPad)
- Technical writing and procedural documentations
- Record, track, and analyze end-user requests/issues through HEAT ticketing system
- Manage HelpDesk and make recommendations on department growth and efficiency
- Cross compatibility optimization measures/SMB server configurations for MAC OS X and Windows platforms
- End-user software management patches/upgrades (SMS OnDemand - pushd)
- Email configurations (Microsoft Exchange Server - Entourage - Outlook)

- Manage and support relationship between outsourcing vendor (STATE STREET) and key Eaton Vance investment teams
- Provide critical business support for implementation and ongoing maintenance of firm wide trade order management system Charles River Development IMS (CRD)
- Record, track, resolve and analyze calls coming through the HelpDesk [BMC Remedy Ticketing System]
- Provide Desktop Support services for all departments and end-users [Windows XP environment]
- Monitor overall service quality to ensure that outsourcing service levels are achieved
- Support trade order implementation for Eaton Vance investment advisory accounts
- Provide critical business support for implementation and ongoing maintenance of firm-wide trade order management system
- Collect feedback from internal clients and work to develop improvements in services and/or resources
- Assist with data flow and management of reporting information to/from outsourcing vendor [SQL scripting]
- Manage and support ongoing relationships between custodian banks and third-party data interfacing vendor (evare/SMC)
- Responsible for development/deployment of reports and system enhancements (Crystal Reports – FMC)
- Report directly to the Securities Manager with suggestions on quality control of all security, pricing and corporate action information coming into the database in the Investment Counsel group
- Manage SMS OnDemand software updates and schedule upgrades/patches to end-user notebooks/PC's [software push]
- New trading securities, management account and broker setup for specialized front-end applications
- Corporate Actions processing and review and miscellaneous reporting tasks
- Communicate with internal clients, custodian banks, and future outsourcing vendor (IBT) regarding critical securities information

SOFTWARE - APPLICATIONS:*Operating Systems:***MICROSOFT:**

- Microsoft Windows (MSDOS, 95/Chicago/Cougar, 98SE/Memphis, 2000, XP/Whistler, Vista/Longhorn, Windows 7/Blackcomb-Vienna, Windows 8/Metro, Windows 8.1/Blue)
- Microsoft Windows Server (SQL Server 2000/Shiloh, Exchange 2003/Titanium - MSSQL Server 2008 r2- WSUS - SharePoint)

UNIX/NIX:

- MAC OS X (Cheetah, Puma, Jaguar, Panther, Tiger, Leopard, Snow Leopard, Lion, Mountain Lion, Mavericks)
Intel-Based Mac: Kalyway, iATKOS, Leo4All, etc.
- Linux (Debian [jessie/sid], Ubuntu, Linux Mint, Red Hat, Fedora, SUSE, Solaris, and SlackWare) [gnome, KDE, XFCE, and LXDE]
- BSD (Berkeley UNIX) - BSD

Desktop (GUI)/Terminal Applications:

- VNC - smb - ssh - PCAnywhere - MS Remote Desktop Connection (RDS) - telnet - AdmitMac - DAVE - SAMBA (SMB)
- Adobe Photoshop/CS6 - gimp - MS Visual Studio - Android ADT/SDK/NDK - BMC Remedy AR System - HEAT
- SPICEWORKS - LANdesk - SMS/OnDemand/SCCM - vim - nano - gedit - grep - sed - awk - cat - echo - dd - wc - uniq - do - sort
- less - WireShark - McAfee Endpoint Encryption (MEE) - Apache (httpd) - NMap - Nessus - NeXpose - traceroute - netcat - VAS
- Ettercap - CISCO - ProxyTunnel - gping/fping - icmpquery - Strobe - udp_scan - Queso - VirtualPC - VirtualBox - Parallels
- vmware - LDAP (RSAT/AD) - Wine/WineHQ - synaptic - dpkg - RPM - YUM - pacman - pushd - Symantec GHOST32 - CMD
- Windows PowerShell - Terminal [gnome/mate]/Konsole [kde] - HP Asset Management - CITRIX - Lotus Notes - MS Exchange - *
- Version Control Systems: Subversion (svn) - Gitorious (git) - Mercurial (hg) - Bazaar (bzr)*
- Linux/UNIX | WinPE Live Environment Tools: Safeboot/SafeTech - WinTech (WinPE) - GParted (* linux_distro_live-cd/dvd/usb)*

Online/Web Applications (SQL/SSI):

- Charles River Development (CRD) - NYFIX (Electronic Trading Intranet) - Thomson Baseline - BLOOMBERG - Crystal Reports
- Financial Models Company (FMC) - Omgeo ALERT - Saratoga CRM iAvenue - Barra1One - CTM
- EAGLE INVESTMENT SYSTEMS (EAGLE STAR) - MSSQL Server - MySQL (mcm/cluster) - PostreSQL - SQLite

Boot Managers:

- LILO - syslinux - isolinux - gpxboot/grub/grub2 - MBR/BCD/NTLDR - EFI/Darwin
- CWM/Recovery (android) - iBoot - PwnageTool/redsnow/ultrasnow (iphone/ios)

Financial Services - Vendor/Custodian Bank Services:

- AB Trust Web (AMALGAMATED BANK) - A.G. EDWARDS - Regions (AmSouth) - Bank of America - Bank of Bermuda - INFORM (THE BANK OF NEW YORK MELLON)
- Workbench (BNY MELLON) - netexchange CLIENT (BANK OF OKLAHOMA) - Brown Brothers Harriman - CAMBRIDGE TRUST - SCHWAB INSTITUTIONAL
- CitiBank Online - citi smith barney - Comerica Web Banking - CONSULTIVA - CREDIT SUISSE - db OnlineBanking (Deutsche Bank) - Connect (Deutsche Bank Alex. Brown)
- Private View (FIDUCIARY TRUST) - Frost Bank ONLINE SERVICES - GW&WADE - HSBC Private Bank - JPMorgan - Morgan Keegan - Morgan Stanley
- PASSPORT (Northern Trust) - netexchange | PRO (Pershing) - PNC Online Banking - RBC Dain Rauscher - ROPES&GRAY - STATE STREET - InvestorsCleintNet (IBT/SSB)
- Texas Capital Bank - PAL (TRUST COMPANY OF CONNECTICUT) - U.S. TRUST - UBS Online Services (UBS) - UMB - WACHOVIA SECURITIES - WELLS FARGO
- WILMINGTON TRUST